

**HEALTH AND HUMAN SERVICES AGENCY CASE MANAGER I/II**

DEFINITION

Performs a variety of para-professional and responsible eligibility determination and case management duties for mental health, public health and community action division programs; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

***Health and Human Services Agency Case Manager I:*** Under immediate supervision, this is the entry-level class in the HHSA Case Manager Series. This class is distinguished from the HHSA Case Manager II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically used as a training class, employees may have only limited directly related work experience.

***Health and Human Services Agency Case Manager II:*** Under general supervision, this is the full journey-level class within the HHSA Case Management Series. Employees within this class are distinguished from the HHSA Case Manager I by the performance of the full range of duties as assigned, responsible for direct client contact in the provision of case management including complex cases. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

***Health and Human Services Agency Case Manager I:*** Receives general supervision from the higher-level Health and Human Services Agency Case Manager III, supervisory/coordinator or management staff.

***Health and Human Services Agency Case Manager II:*** Receives general supervision from the higher-level Health and Human Services Agency Case Manager III, supervisory/ coordinator or management staff; may provide lead oversight to lower-level staff as assigned.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

Performs client intake procedures, eligibility determinations and establishes case loads and services for programs in mental health, social services, specialized programs, grant funded programs, public health, WIC (Women, Infant and Children Program), CCS (California Children’s Services) and other health and human services programs.

Maintains Glenn County public health, mental health, social services, specialized programs, grant funded programs, WIC and/or CCS caseloads under the supervision of a health services program coordinator, HHS program manager or Health & Human Services Agency Case Manager III.

Initiates and/or responds to contact with clients; determines eligibility, educates clients regarding various health services, social services, grant funded and specialized programs and recommends other sources of services for those not eligible.

Provides information to potential clients, clients and parents/guardians, if applicable, regarding program requirements and benefits.

Maintains close, collaborative and cooperative relationships with community agencies, social workers, local law enforcement and other public agencies carrying out treatment and educational plans; provides information to other County departments and agencies.

Participates in designing, developing and implementing community service education, outreach and client advocacy programs. Provides program information to the community, schools and a variety of groups. Designs, develops, updates and presents outreach materials as needed in a variety of settings.

Maintains and updates the required records, notes and charts, forms and reports for all applicants and eligible individuals; inputs information to a variety of County and State software programs; prepares and submits required case summaries; presents reports to committees and agencies as required.

Receives referrals from the courts, schools, social workers or other individuals or organizations regarding individuals.

Coordinates services with individuals, coordinates activities with other departments, medical providers, social workers, schools and/or other outreach agencies as appropriate to ensure that the needs of the clients are met.

Provides or make arrangements for client transportation; provides or make arrangements for English-Spanish translation. Assesses clients' basic living requirements and assists in obtaining assistance as necessary; serves as an advocate for client in court as necessary.

Performs home visits, school visits or court or jail visits as appropriate; attend meetings with other departments, government agencies and local agencies in matters regarding health and human services issues.

Attends training, workshops and continuing education classes as required or appropriate.

Performs general administrative/office work as required, including but not limited to copying and filing documents, preparing/typing documents, answering the telephone,

faxing information, entering computer data, attending meetings, ordering supplies, maintaining office cleanliness, etc.

Performs related duties as assigned.

*For Mental Health Option (in addition to the general duties):*

Interviews and provides rehabilitation services to clients; develops and implements treatment plans; provides follow-up and assists clients with the resolution of problems.

Tracks, documents and prepares information for appropriate billing for services; maintain established productivity rates for a variety of health services programs.

Reviews and consults with public health nurse or psychiatrist and/or other clinical staff about treatment planning for clients and to determine if appropriate care is provided.

Provides case management through individual or group rehab methods for children and/or adults for a variety of health services programs and services.

Teaches independent living skills, behavior modification and social skills to clients as part of rehabilitation skills; implements wellness and recovery philosophy and values to clients through education and outreach programs.

Assists in coordinating client placement in residential treatment facilities and periodically visits clients to assess progress. Provides referrals to other agencies as appropriate.

Makes determinations of crisis situations, authorizes 72-hour holds for hospitalizations.

Remains on-call evenings and weekends for crisis and emergency situations.

*For Public Health Option (in addition to the general duties):*

Provides and/or develop comprehensive nutrition assessments, counseling and education services or lactation education to new and continuing program participants for various health services programs.

Assists public health nurses in coordinating and conducting community events, such as immunization clinics; assists with screening process, initial assessments, clinic immunization records management, tracking and appropriate reporting.

Assists public health nurses in organizational aspects of medical therapy clinics; handle scheduling, equipment set-up, records management, coordinate billing services, perform initial check in weight and height measurements.

Provides case management through individual or group rehab methods for children and/or

adults for a variety of health services programs and services.

QUALIFICATIONS:

*Health and Human Services Agency Case Manager I/II:*

Knowledge of:

Principles, practices and current issues in health education, health services, mental health, publichealth or community based services.

Pertinent federal, state and local laws, codes and regulations relatedto health services.

Basic principles of psychology, sociology, child development ornutrition.

Methods of medical or program case recording and report preparation.

Principles and procedures of record keeping.

Social, psychological, environmental and physical aspects of mental and emotional disturbances, disorders, and impacts on clients.

Community social service agencies, other organizations and their functions.

Interviewing and case management practices and techniques.

Presenting outreach program educational services.

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar.

Modern office procedures, practices and technology.

Ability to:

Interpret and apply federal, state and local policies, procedures, laws and regulations.

Interview and educate clients, provide case management and recommend and take effective courses of action.

Determine eligibility in relation to multiple health services programs and public assistance programs and make referrals as applicable.

Maintain confidentiality as appropriate.

Prepare and maintain accurate reports, records and logs.

Ability to learn a variety of program software for effective record keeping and billing services.

Gain cooperation through discussion and persuasion.

Speak confidently and professionally one-on-one and/or present to small or large groups.

Organize and prioritize work in order to meet various program compliance deadlines.

Act quickly and calmly in crisis and/or emergency situations.

Work fairly and courteously with the public; handle multiple case assignments; and work effectively with interruptions.

Interact effectively with people of different social, economic and ethnic backgrounds.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative-working relationships with those contacted in the course of work.

Organize and take the initiative to perform job duties under general supervision.

*For Mental Health Option (in addition to the general Abilities):*

Assess clients and determine if 5150 hold is needed.

#### EXPERIENCE AND EDUCATION GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### ***Health and Human Services Agency Case Manager I:***

##### Experience:

Two (2) years of full-time experience performing advanced journey level or specialized clerical duties in an office environment.

##### Education:

High school diploma or GED equivalent

***Health and Human Services Agency Case Manager II:***

Experience:

One (1) year of full-time experience performing duties comparable to a Case Manager I classification.

LICENSE OR CERTIFICATE

***Health & Human Services Agency Case Manager I:*** Possession of, or ability to obtain a valid California driver's license. Bi-Lingual services highly desired.

***Health & Human Services Agency Case Manager II:*** Possession of, or ability to obtain a valid California driver's license. Bi-Lingual Services highly desired.

*For Mental Health Option (in addition to the general License or Certificate requirements):*

Possession of a license as psychiatric technician is desirable.

*For Public Health Option (in addition to the general License or Certificate requirements):*

Possession of a certificate as a WIC Nutrition Assistant, or Certified Lactation Educator is desirable.

PHYSICAL DEMANDS / WORKING CONDITIONS

*Mobility* - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

*Lifting* - Frequently 5 lbs or less; occasionally 5 to 30 lbs, rarely up to 50 lbs.

*Visual* - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

*Dexterity* - Frequent holding, reaching, grasping, repetitive motion, and writing.

*Hearing/Talking* - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

*Emotional/Physiological Factors* - Frequent decision-making, concentration, and working alone; frequent public contact.

*Special Requirements* - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

*Environmental Conditions* - Occasional exposure to noise, dust, and poor ventilation; occasional exposure to varied weather conditions.